

April 8, 2010

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: Ex Parte Presentation in CG Docket 03-123

Dear Ms. Dortch:

On April 8, 2010, Lise Hamlin, director of public policy and state development, Hearing Loss Association of America (HLAA), Cheryl Heppner, vice chair, Deaf and Hard of Hearing Consumer Advocacy Network (DHHCAN), Claude Stout, executive director Telecommunications for the Deaf and Hard of Hearing (TDI), Rosaline Crawford, director, Law and Advocacy Center, National Association of the Deaf, Catherine Murphy, director of communications and public affairs, Alexander Graham Bell Association for the Deaf and Hard of Hearing (AG Bell) and Jenifer Simpson, senior director, governmental affairs, American Association of People with Disabilities (AAPD) met with Angela Kronenberg, acting legal advisor, Wireline, for Commissioner Mignon Clyburn.

The purpose of the meeting was to discuss the pending petition and the supplement filed with the FCC seeking a mandate of the PSTN-based form of captioned telephone service (CTS), as well as the petition for a declaratory ruling on the issue of the transparency of telecommunication relay services (TRS) communication assistants for CTS. Discussions at this meeting focused on:

- An overview of the history, use of, and need for CTS;
- Complaints from consumers: the rejection of a CTS call by the Social Security Administration;
- State rules restricting the availability of CTS:
 - limits on the number of consumers who have access to CTS and CTS equipment
 - limits to use of CTS equipment when a consumer moves or travels out of state
 - limited CTS outreach and education for consumers
- The need for a federal mandate to ensure consistency and provide minimum requirements nationwide;
- The Petition for Clarification and Declaratory Ruling on Communications Assistant Transparency.

Consumers also provided a demonstration of the captioned telephone.



Sincerely,

A handwritten signature in cursive script that reads "Lise Hamlin".

Lise Hamlin
Director of Public Policy & State Development

cc (by electronic mail): Angela Kronenberg
 Joel Gurin, CGB
 Mark Stone, CGB
 Michael Jacobs, CGB